

ABSTRAK

Rumah Sakit Gigi dan Mulut (RSGM) Prima sebagai institusi pendidikan dan pelayanan telah mengimplementasikan sistem pengelolaan alur pasien berbasis digital untuk mendukung proses pembelajaran klinik bagi mahasiswa koas. Namun, keberhasilan penerapan sistem ini tidak hanya bergantung pada aspek teknis, tetapi juga pada penerimaan pengguna, khususnya mahasiswa koas sebagai pengguna langsung. Penelitian ini bertujuan untuk menganalisis pengaruh *Perceived Usefulness* (PU) dan *Perceived Ease of Use* (PEOU) terhadap *Attitude Toward Using* (ATU) dan *Behavioral Intention to Use* (BIU) sistem pengelolaan alur pasien menurut persepsi mahasiswa koas di Rumah Sakit Gigi dan Mulut (RSGM) Prima. Metode yang digunakan adalah *mixed methods* dengan pendekatan kuantitatif dan kualitatif secara bersamaan. Data kuantitatif diperoleh melalui penyebaran kuesioner kepada 77 mahasiswa koas, sedangkan data kualitatif dikumpulkan melalui wawancara mendalam terhadap 6 informan yang dipilih secara purposive. Hasil analisis kuantitatif menunjukkan adanya hubungan yang signifikan antara PU dan PEOU terhadap ATU dan BIU, masing-masing dengan nilai signifikansi $< 0,05$. Analisis korelasi Pearson menunjukkan bahwa PU memiliki korelasi kuat terhadap ATU ($r = 0,658$) dan BIU ($r = 0,627$), sementara PEOU juga menunjukkan hubungan signifikan terhadap ATU ($r = 0,523$) dan BIU ($r = 0,595$). Hasil wawancara mendukung temuan kuantitatif, di mana informan menyatakan bahwa sistem memudahkan pelaksanaan tugas klinik, meningkatkan efisiensi, dan memberikan pengalaman penggunaan yang positif. Penelitian ini menyimpulkan bahwa persepsi terhadap kemudahan dan manfaat sistem memiliki pengaruh penting terhadap sikap dan niat mahasiswa dalam menggunakan sistem pengelolaan alur pasien secara berkelanjutan.

Kata kunci : *Perceived Usefulness, Perceived Ease of Use, Attitude Toward Using, Behavioral Intention to Use, Sistem Informasi*

ABSTRACT

Prima Dental and Oral Hospital (RSGM) as an educational and service institution has implemented a digital-based patient flow management system to support the clinical learning process for intern students. However, the success of implementing this system does not only depend on the technical aspects, but also on user acceptance, especially intern students as direct users. This study aims to analyze the effect of Perceived Usefulness (PU) and Perceived Ease of Use (PEOU) on Attitude Toward Using (ATU) and Behavioral Intention to Use (BIU) of the patient flow management system according to the perception of intern students at Prima Dental and Oral Hospital (RSGM). The method used is mixed methods with quantitative and qualitative approaches simultaneously. Quantitative data were obtained through distributing questionnaires to 77 intern students, while qualitative data were collected through in-depth interviews with 6 purposively selected informants. The results of the quantitative analysis showed a significant relationship between PU and PEOU to ATU and BIU, each with a significance value of <0.05 . Pearson correlation analysis showed that PU had a strong correlation to ATU ($r = 0.658$) and BIU ($r = 0.627$), while PEOU also showed a significant relationship to ATU ($r = 0.523$) and BIU ($r = 0.595$). The interview results supported the quantitative findings, where informants stated that the system facilitated the implementation of clinical tasks, increased efficiency, and provided a positive user experience. This study concluded that perceptions of the ease and benefits of the system have an important influence on students' attitudes and intentions in using the patient flow management system sustainably.

Keywords: *Perceived Usefulness, Perceived Ease of Use, Attitude Toward Using, Behavioral Intention to Use, Information Systems*